

VECTOR24

MORE THAN A JOURNEY

Supporting **you and your family** to overcome barriers and access essential services



Welcome

Since 2016, Vector24 (formerly known as Fares4Free), have been dedicated to ensuring that no veteran faces barriers when it comes to accessing the essential support they need.

Transportation is more than just getting from point A to point B – it is a lifeline that connects individuals to medical appointments, mental health services, social activities, and opportunities to rebuild their lives. Our work is rooted in the belief that every veteran and their family deserves dignity, support, and the chance to thrive, free from the limitations that transport barriers can create.

This booklet outlines our services, impact, and the ways you can join us in making a difference. Together, we can ensure that no one is left behind, and that every journey leads to hope and opportunity.



Marie Crombie
Chief Executive, Vector24



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Who we are

At Vector24, our mission is to ensure that no veteran, serving personnel, or family member faces barriers to accessing the support they need. Whether it's attending vital medical appointments, mental health services, or reconnecting with their community, we are here to make every journey possible.

Rooted in compassion and driven by a commitment to those who have served, we provide more than a journey; we deliver hope, connection, and a bridge to a better future ensuring that help is always within reach when it matters most.

We believe in a world where no one is left behind, and we are proud to stand by the wider armed forces community every step of the way.



Our vision

To provide a barrier-free service to the armed forces community with access to transport and integrated support services when needed.

Our mission

We will achieve our mission by working collaboratively to provide transport solutions that proactively address mental health issues, reduce isolation, and deliver an inclusive, compassionate, professional, and responsive support service for the wider armed forces community.

What we do

At Vector24, we provide more than transport – we offer tailored, compassionate support to ensure no veteran, serving personnel, or their family faces the barriers that life can throw in their way.

Every journey we undertake is bespoke, designed around the unique needs of each individual we support. Whether it's helping someone attend a critical hospital appointment, reach a mental health session, or simply reconnect with loved ones to combat loneliness, we make it personal. We listen, we care, and we act.

Our team understands that every individual's story is different, and so are their challenges. That's why we go beyond transport, offering a trusted, consistent presence that prioritises

their well-being at every step. For us, it's not just about getting someone to their destination – it's about empowering them to move forward in life, with dignity and hope. At Vector24, every mile we travel is a step toward ensuring no one is left behind.



Making a difference together

Journeys provided*

Over **29,405 journeys** provided to veterans, serving personnel, and their families, ensuring they can access vital appointments, mental health services, and community events.

Social benefits**

Delivering **£2.1 million in social benefit**, reflecting the transformative impact of removing transport barriers.

Missed appointments prevented**

Saving £42,000 by reducing Did Not Attend (DNA) rates for vital medical appointments, ensuring people get the care they need without delays.

Direct financial savings for service users**

Providing **over £1,657,354** in direct cost savings to individuals who would otherwise struggle to access transport.

Bespoke support services

100% of journeys **tailored to individual needs**, with drivers trained as outreach support officers to provide compassionate, personalised care beyond transport.

Community connection

Helping veterans combat isolation, with service users reporting improved mental health and well-being after reconnecting with services and support networks.

* Data from 2016

** Data collected over 12 months - 1st June 2023 to 31 May 2024
Data correct as at 31st January 2025

Testimonials

Volunteer testimonial - Rab Conquer

"I served with the 1st Battalion, The Royal Scots from 1978 – 1986 completing two operational tours in Northern Ireland as well as being posted to Germany and the Falkland Islands.

Volunteering gives me a real purpose and at times a reason to get up in the morning. Helping others has really helped me on my own personal journey and being part of the Vector24 team really has been amazing.

My proudest achievement always sits with my military service. To serve my country

really was a privilege and now being able to support veterans who need my help is up there too. Having battled with PTSD myself I am able to give back and help those who need me the most within our local communities and I get so much out of helping others. I do also like to take on other challenges for charity and I am very proud to have completed the West Highland Way twice, the Kilt Walk twice also.

Vector24 is a great charity and I urge people with a little bit of spare time to get involved."



Service user testimonial

"Living in a rural area, I struggled to access the mental health therapy I desperately needed. Transport was a huge barrier, and being stuck in temporary accommodation made it even harder to see a way forward.

When I was connected with an Outreach Support Officer, everything started to change. They provided transport to my therapy appointments, but more than that, they



offered encouragement and understanding when I needed it most.

After attending regular sessions, my mental health improved, and I was able to move into a permanent home with a secure tenancy. Now, I'm volunteering in my new community, building relationships, and feeling like I belong again. This support gave me a second chance."

How you can help

Volunteer fundraiser

Our vibrant network of local groups organise events to raise funds for our charity. From quiz nights and kilt walks to bucket collections and Christmas balls, they plan a variety of fun activities within their communities to support veterans and their families.

Group members also have the opportunity to connect us with local businesses and engage with other clubs and associations about our work. You can join an existing group or start a new one of your own.

Volunteer outreach support driver

Do you have a car and some spare time to support veterans and their families in your community? Are you a good listener with the ability to show empathy? If you're eager to help someone attend an important mental health appointment they can't get to on their own.



To volunteer or fundraise contact us at
volunteer@vector24.co.uk
We'd love to hear from you

Connect with us

At Vector24, we believe that staying connected is about more than just transport – it's about building relationships, creating opportunities, and ensuring that no one in the armed forces community is left behind.

Thank you for being part of our community.
Let's keep moving forward, together.



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Vector24 is the operating name of Fares4Free
a registered charity in Scotland (SC046606)